

Bonchester Bridge Care Centre Care Home Service

Bonchester Bridge
Hawick
TD9 8JQ

Telephone: 01450 860 241

Type of inspection:
Unannounced

Completed on:
23 February 2021

Service provided by:
St Philips Care Limited

Service provider number:
SP2003003516

Service no:
CS2003015517

About the service

Bonchester Bridge Care Centre provides a care home service to 24 older adults. The service is provided by St Philips Care Limited.

The property is a large, converted country house situated on the edge of the small village of Bonchester Bridge, approximately seven miles from the local towns of Hawick and Jedburgh.

Bonchester Bridge Care Centre's aims and objectives are "Residents should expect their quality of life to be enhanced by admission to this centre, by the provision of a safe, manageable and comfortable environment. Residents should expect stimulation and encouragement to pursue their lives to the maximum chosen physical, intellectual, emotional and social capacity".

This was a focused follow up inspection to evaluate on two outstanding requirements.

This inspection was carried out by inspectors from the Care Inspectorate and Healthcare Improvement Scotland.

What people told us

We spoke to 10 of the 19 people living in the home at the time of the inspection

Their comments included;

"I like it here, everyone is friendly"

"Food is good"

"You can do what you like when you like"

"Staff are nice"

"I wish there was some more entertainment at times."

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic?**4 - Good**

We carried out an inspection on 23 February to follow up on requirements made from the inspection of 8 and 14 December 2020 relating to

- Infection prevention and control
- Staffing

We issued a letter of serious concern on 8 December regarding infection prevention and control and staffing. The letter required immediate action on these areas. We visited the service again on 14 December to follow up requirements made in the letter of serious concern. We were satisfied that immediate action had been undertaken in the letter of serious concern. We extended the timescales for the requirement for both IPC and staffing to enable the provider to embed and sustain these changes.

We revisited on 23 February and we could identify that the provider had achieved sustainable improvements in both IPC and staffing. We regraded the service from weak to good.

Areas for improvement

1. People should feel confident that they are living in a safe environment where staff are practicing good hand hygiene and using PPE appropriately. The fabrics, furnishings and equipment must be clean and intact with a clear plan to replace when needed by the provider. This ensures that the risk of infection for people experiencing care remains low.

This is consistent with 5.22 "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment" (Health and Social Care Standards).

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

People should feel confident that they are living in a safe environment where staff are practicing good hand hygiene and using PPE appropriately. The fabrics, furnishings and equipment must be clean to decrease the risk of infection for people experiencing care. In order to achieve this, by 15 February 2021 the provider must ensure:

- a) The home environment, including painted surfaces, floors, soft furnishings and furniture, must be decluttered, clean, intact and safe for use. This should include the following areas : -dining room -large lounge -small lounge -communal toilets -communal bath and shower rooms -laundry room -staff room.
- b) All care equipment must be clean and safe for use. This includes, but is not limited to mattresses, hoists, toilet risers, commodes and shower chairs throughout the home.
- c) Staff must have training to improve their understanding of infection protection and control and ensure that staff are following the most up to date guidelines, including the use of PPE.
- (d) Housekeeping staff must be aware of the appropriate cleaning products, the correct substances and ratios of chemicals recommended to ensure appropriate infection prevention and control.
- e) All staff must support service users to undertake hand hygiene to reduce the risk of cross infection.
- f) There must be adequate signage to direct staff to available PPE and extra bins to dispose of used PPE. In areas where people walk with purpose, PPE stations should have storage that reduces the likelihood of cross contamination.
- g) Social distancing must be promoted in line with current national guidance.

This is consistent with 5.22 "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment" (Health and Social Care Standards).

This is to comply with Regulation 4(1)(a) and (d) (welfare of users and procedures for the prevention and control of infection) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 16 December 2020.

Action taken on previous requirement

Most surfaces that had breaks and needed repair have been addressed, those that are outstanding are on the maintenance plan.

The laundry has been decluttered, reorganised, and redecorated to a suitable standard. The clean laundry storage room had been cleaned and refurbished.

All rooms have been decluttered. Soft furnishings have been replaced with easy to clean new armchairs.

Hoist slings were clean and stored in closed plastic bags ready for allocation when required.

All care equipment inspected on this visit was found to be clean and in a good state of repair. The manager was able to identify a number of items that were still to be replaced as nearing the end of being serviceable.

Throughout the home there were PPE and hand hygiene stations clearly marked and readily available. Staff were seen to be wearing PPE appropriately, they were able to readily access PPE and did not struggle to identify what was required when. This appears to be embedded and sustainable in practice. However, we noted that in some places vinyl gloves where nitrile gloves should be were available. This was brought to the attention of management and was addressed.

Domestic staff were seen to be using the correct chlorine releasing products, at the correct concentration, and were able to tell us when and how they should be used at other times.

People experiencing care were seen to be supported in hand hygiene and were noted to use appropriate hand rub independently. This indicated that staff had spent time encouraging hand hygiene.

Physical distancing had been addressed, lounges had been rearranged and the old smoking room had been decommissioned, cleaned, repainted and repurposed into a spacious sitting room.

Lunchtime meal service had been divided into two sittings. This was beneficial for the people and encouraged a more relaxed dining experience.

Some of the actions detailed above continue to be a work in progress. To ensure these areas continue to improve, we will replace this requirement with an area for improvement.

Met - within timescales

Requirement 2

People should be confident that their care and support needs are met by the right number of staff, both day and night. In order to achieve this, by 15 February 2021 the provider must ensure:

- (a) people's care needs are met by the right number of staff
- (b) where the provider is unable to provide the right number of staff and skill mix, prompt and accurate information should be sent to the Care Inspectorate
- (c) a contingency plan for increased/replacement staffing, especially should there be an outbreak of COVID-19.

This is consistent with 3.15 "My needs are met by the right number of people" (Health and Social Care Standards).

This is to comply with Regulation 5 (staffing) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 16 December 2020.

Action taken on previous requirement

The manager completes a weekly dependency tool which shows trends and tracked changes in people's health and support needs. This ensured staff could anticipate and respond quickly to changes, ensuring people's health and wellbeing was maintained if their support needs changed.

If the right number of staff or appropriate skill mix of staff was unable to be provided, we were reassured that this would be reported to the Care Inspectorate.

When rotas were created, the manager ensured there was a balanced mix of staff with appropriate experience and skills.

Contingency planning is an important means of maintaining people's health and safety in the event of emergency during the COVID-19 pandemic. The provider had made significant improvements in this area, with detailed plans introduced which followed current best practice guidelines. This forward planning ensured people's level of care could be maintained in the event of a crisis.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To reassure people experiencing care, appropriate support should be available to keep everyone safe. The staff should develop better systems to ensure:

- i) People who test positive for COVID-19 or any other infectious disease have up to date individual risk assessments and a person-centred plan. This should detail how to manage and reduce the risk of transmission of infection.
- ii) Strategies to reduce the risk of transmission of infection to other people within the home should be understood and demonstrated by staff in their practice. This should include the cleaning of touch points.

This is to ensure that care and support is consistent with the Health and Social Care Standards:

1.3 "If my independence, control and choice is restricted, this complies with relevant legislation and any restrictions are justified, kept to a minimum and carried out sensitively."

This area for improvement was made on 16 December 2020.

Action taken since then

Risk assessments continue to be updated. This detailed how to manage and reduce the risk of infection.

Improved social distancing had been noted and appropriate social distancing was in place. This included converting a large sitting room which was used as a smoking area that can now be utilised by all the residents. This area could also be used to support indoor visiting.

Previous area for improvement 2

People should be well supported to stay in touch with their family and those important to them. The manager and staff need to ensure that there is more consistency, continuity, and creativity to support people to stay in contact.

This is to ensure that care and support is consistent with the Health and Social Care Standards:

2.18 "I am supported to manage my relationships with my family, friends or partner in a way that suits my wellbeing."

This area for improvement was made on 16 December 2020.

Action taken since then

The use of technology to support contact with people in the home and their families continues to improve. Documentation of this had been adapted into the digital care planning system. This enabled and supported staff to see clearly if no contact had been made with families and this could be encouraged.

The refurbishment of one of the sitting rooms will enable safe indoor visiting when needed in consultation with families.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic	4 - Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	4 - Good
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	4 - Good

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